CARES/ACCESS Updates for January 11th, 2016
DHS Income Maintenance Programs
(Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

ACCESS
RTE related

- In RTE applications where an individual was found eligible for a MAG and/or FPOS related benefit but pending for an EBD determination, auto confirmation did not occur. This has been fixed.

- ACCESS Add a Program did not allow a member to report children out of the home in child welfare placement who planned to return to the home. In order to be consistent with ACCESS Apply for Benefits, ACCESS Add a Program was enhanced to allow a user to report individuals of this kind. . No changes will be made to the other applications in ACCESS Check My Benefits (Report My Changes, Renew My Benefits, and Six Month Report Form).

- ACCESS has been updated to reference FPOS (Family Planning Only Services) consistently throughout (instead of FPW).

- ACCESS has been updated to support policy regarding Same Sex Marriage. Operations memo 15-J9.

- ACCESS language has been added to the PDF regarding FoodShare On Demand. Operations Memo 15-49.

- RTE applications that were denied HC or FPOS but had TB or Emergency Medicaid flags were not being sent to the agency In Box. This has been fixed.

CARES

- CARES has been updated to support policy regarding Same Sex Marriage (Operations Memo 15-J9).

- Changes have been made to ensure that the 'Application/ Review Interview Details' page is not updated in query mode, and alerts are not generated unless there is a change (such as changing the 'Interview type') on the page.

- The Fax number for the DHS CARES Call Center (CCC) is going to be removed from system error pages, agencies will now need to email the errors. When a worker experiences a system error, try the action again, if you are not having the problem anymore, you do not need to report it to the Call Center. If the error persists, you must email any system error from Production to the CARES Help desk at: dhfscarescallcenter@wisconsin.gov. Call Center staff usually need to see the details within the error message to research and troubleshoot to determine if there is a workaround, an alternate solution or if it needs to be sent on for a systematic fix.   You can send the image via any electronic method (ie: screen shot in an email, document attachment with the image, etc).   As a general guideline, if the error is only occurring for a past month, we will try to either find a workaround or have IM staff fix it some other way (ie: manual certification in ForwardHealth, FS auxiliary, etc .When sending a system error in to the CCC, be sure to include (CWW Process Help 63.7 will be updated):
    - Name (worker):
    - Phone Number/Contact info:
    - What were you doing? Include a summary of the problem and what you were doing when the problem occurred.
    - Are you able to proceed? If you are able to proceed, you do not need to report these.

- Changes have been made in ACCESS to report better information to workers on the PDF application. Previously when there was no alien registration entered provided by the immigrant a zero was displayed on the PDF, now it will be blank spaces. The "Recent Accident" response will now display on the PDF if answered.

- The Disability Services language has been removed from the Key Contacts section at the end of the notice and moved to the first page of the notice. Also, the Member Services has been removed and the IM Consortia phone number will be listed instead.
Old Version:

New Version:

FoodShare

- CARES has been updated to support the policy and process changes for FoodShare On Demand interviews for applications and renewals. Operations Memo 15-49.

- When a FoodShare household fails to complete a renewal prior to adverse action in the renewal month, the Notice of Decision is issued will include a message informing the household they must provide requested verifications within one month following closure to continue receiving benefits without having to submit a new application. This message will display in addition to existing messages and will differ depending on whether or not an interview has been completed. Operations memo 15-48.
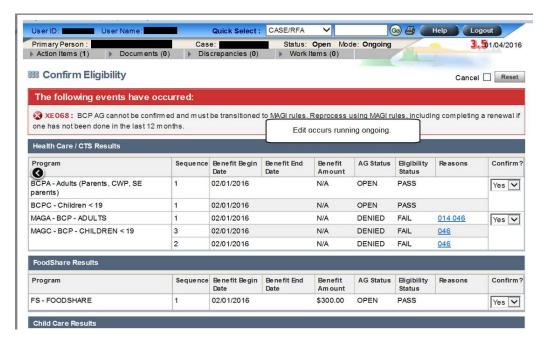
FSET/ABAWD related

- CARES has been updated to allow income maintenance (IM) workers to update the FS Clock page, identify potential FoodShare overpayments, and notify FoodShare members when they are currently in their second time-limited benefit (TLB) month. The alert/help text for Alert 510 has been updated. Operations Memo 15-53.

- A new time-limited benefit (TLB) notification letter will be sent to non-exempt Able-Bodied Adults without Dependents (ABAWDs) who have received one TLB month and are currently in their second TLB month. Enhancements will also be made to the FSET Tool and FoodShare Employment and Training (FSET) reports in the Income Maintenance Management Reports (IMMR). Operations Memo 15-51.

- The batch process that occurs on the 2nd Saturday of the month which updates the FS Clock was not working correctly for some cases. This process should review all FS cases and if in the

prior months eligibility was closed/denied and the clock status still showed TB, the batch job should change that status to IN. This has been fixed.

Health Care

- CARES will no longer allow IM workers to confirm BCP related AGs (ie: BCPA, BCPC, etc). If the worker tries to confirm, message: "**XE068: BCP AG cannot be confirmed and must be transitioned to MAGI rules. Reprocess using MAGI rules, including completing a renewal if one has not been done in the last 12 months**" will be displayed. This will only occur when trying to confirm a BC AG for the recurring month. This error message will not be displayed when running with dates.

- The Affordable Care Act (ACA) requires individuals to have health care coverage that meets a minimum standard called minimum essential coverage (MEC). The State of Wisconsin Department of Health Services (DHS) is required to send 1095-B forms to all individuals who were enrolled in a Medicaid or CHIP plan anytime during the year that meets the criteria to be considered MEC. DHS is also required to file 1095-B forms electronically with the IRS. 1095-B forms will be created and sent to enrollees, and a new Administration Tool in CARES Worker Web (CWW) has been created. Operations Memo 15-46.

- FYI: E residency, this process is *outside* of CWW, Operations memo 15-47.

Fixes

- In June 2015, CWW was enhanced to implement the FS 40 Day issuance project. As part of those updates, FS Benefits were being issued when a worker confirmed FS while running with dates for the following month between benefit pull down and the end of the current month adjusting or issuing incorrect FS benefits causing FS overpayments. This has been fixed. When running with dates, FS will no longer be adjusted or issued.
  - Note: This only happened for FS cases that were closed on or before Adverse Action, reopened between FS benefit pull down and the end of the month, and then run with dates prior to the end of the month. The CARES Call Center will be sending out a report of potential FS cases with overpayments from July, 2015 through January, 2016 in early February. These cases will have to be evaluated for an overpayment and claims established where appropriate.

- CARES has been fixed so that whether or not there is follow up needed on an ACP case, IM workers can enter case comments (without processing any follow up). Client Registration workers only have access to update RFA comments, and will still have only that access (ie: they will not be able to enter case comments on ACP cases).

- When FS is closed for more than 30 days, CARES automatically updates the request to N. In some situations, the request was being updated to N prior to closure. This CARES process will occur on the last business day of the month, so if timely verification is received by the agency after the request is changed to N, the worker will have to update that request.

- A system error occurred on the Immigrant Refugee page when CWW received a response from FDSH for the last name exceeding 20 characters (which is the maximum length we store). This has been fixed.

- A system error occurred on the Immigrant Refugee page when using the document type "Other." This has been fixed.

- Previously the Immigrant/Refugee page could only be AE deleted. Sometimes workers need to delete the alien/refugee page when an immigrant becomes a citizen. Workers can now delete the page using NL or OT so the information on that page is valid for the date(s) entered.

- For some cases, when ACDP was updated to remove Alternate Payees for FS, that update wasn't being sent to eFunds, as a result, customers could not order a new card/access benefits. The Call Center had to manually resend the information from CWW to eFunds, this has been fixed.

- Action items were created in CWW on ACP Complete cases after benefits were confirmed:
  - INTER-COUNTY TRANSFER (OUT)
  - Initiate eligibility determination
  - Case is being transferred to your agency. Assign to a worker.
  This has been fixed so that when an ACP case is complete and confirmed, no action items will be created.

- Some pages were being required incorrectly after an ACP determination was completed. These pages: General Case Information, Generate Summary, Initiate Eligibility will no longer be required.

- In the situation where an 18 year old husband, wife and child were family applying for Health Care, CWW was incorrectly requiring an absent parent page for 18 year old husband and baby. This has been fixed.

IMAC IT Wish List
- The BC+ premium coupon has been translated to Spanish.

- The Six Month Report (SMRF) return letter (NAIR) has been translated to Spanish.

- The manual Positive and Negative Notices have been created as a Standard Text notice (CNSL) so workers can enter and save the notice as part of the case file (without having to do a manual notice, scan, etc). .
  - Negative Notice English: form F 16001 – NFNE
  - Negative Notice Spanish: form F 16001S – NFNS
  - Positive Notice E: form F 16015 – NFPE
  - Positive Notice Spanish: form: F 16015S - NFPS

1/7/2016 LT

- Correspondence History Search: when workers use the "Correspondence History Search" and use a Correspondence Mailing date of "before" a particular date (often the current date), thinking they will see all of the correspondence all history was not displaying. In many cases, this search criteria would display some, but not all, correspondence that was issued prior to the date. If they then use the "between" search function for a period that falls before where they had originally been searching many letters that did not display with the previous search display. This has been fixed.

- Workers will no longer have to click cancel when navigating away from the confirmation page. .